

User Logins in Illinois EVR

To use the Illinois EVR program, you must be an authorized user. You must call in to the **CVR Technical Support Center (1-800-333-6995)** if you are experiencing any problems with your User ID and/or Password. Please read all information below for instructions and procedures in doing so.

Important Notes about User ID's, Passwords & Security:

- For new users added to an account, if they do not update their password within two days, their User ID will be revoked.
- If an existing user does not log in to the Illinois EVR program and conduct transaction in a time period of 30 days, the User ID will be revoked.
- If a user logs in with the wrong password at least three times, his/her User ID will be revoked.
- Illinois EVR will require a user to update his/her password every 90 days.
- A previously used password cannot be used again for at least two years.

If a User ID is revoked for whatever reason, it will need to be reset by the **CVR Technical Support Center (1-800-333-6995)**. After being reset, update the password and run a transaction while the technical support staff is on the line before proceeding to be sure you've updated User ID password properly

To add or remove users in Illinois EVR, first call the **CVR Technical Support Center** at: **1-800-333-6995** and follow the prompts.

+ Adding a User ID

When adding a new user, have the correct spelling of the users First, Middle & Last name. Be sure to mention the 'role' of the person you are adding. The two 'roles' are "**FI**" and "**TC**". The following generalized guidelines should be used in deciding a person's role:

FI- *Finance & Insurance:* has the ability to start new deals, may run inquiries & reprint forms as necessary.

TC- *Title Clerk:* has the ability to do everything an "FI" login would, but can also complete deals, pay taxes, manage inventory (license plates & certificates), and bundle paperwork.

Before hanging up/disconnecting with the CVR Technical Support Center, make sure you find out the new user's User ID and Initial Password, as the new user will need to update it properly before he/she can process transactions.

- Removing a User ID

Instruct the person you are connected with that you would like to remove a user to your CVR account(s). You may be asked to provide your position and authority to do so, to prevent unnecessary deletions.
